



**LEVEL OF JOB SATISFACTION AMONG EMPLOYEES OF  
VERIZON COMMUNICATIONS PHILIPPINES  
INC.: BASIS FOR DEVELOPING  
AN IMPROVEMENT PLAN**

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of the Requirements for the Degree  
**MASTER IN BUSINESS ADMINISTRATION**

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## APPROVAL SHEET

This thesis entitled “**LEVEL OF JOB SATISFACTION AMONG EMPLOYEES OF VERIZON COMMUNICATIONS PHILIPPINES INC.: BASIS FOR DEVELOPING AN IMPROVEMENT PLAN**” prepared and submitted by **RENZ ALOYSIUS A. IGNACIO** in partial fulfillment of the requirements for the degree of **Master of Business Administration** has been examined and recommended for acceptance and approval for Final Oral Examination.

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## ABSTRACT

This study analyzed the level of job satisfaction among employees of Verizon Communications Philippines Inc. The findings of this study served as basis for developing an improvement plan to enhance job satisfaction. 240 employees served as respondents of the study who were randomly chosen based on their availability at the time of the data gathering. This study used quantitative research methods. The researched used the frequency count, percentage, mean, t-test, and F-test utilizing the Statistical Package for Social Sciences (SPSS) for the statistical analysis of data.

Based on the result of the study, the data revealed that majority of the respondents are, within the ages of 31 to 40 years old bracket, male, bachelor's degree, and employed with less than 10 years of service. In addition, the respondent- employee level of job satisfaction is moderately satisfied. The level of job satisfaction that is interpreted as Highly Satisfied are working conditions and employee empowerment. They are very satisfied with the working hours are reasonable, leaders carries good relationship with the employees, manager empowers me or my colleagues to make effective decisions to solve customer issues and the authority to correct customer problems when they occur.



On the other hand, the empirical evidence revealed that age, gender, educational attainment, status of employment and length of service of employees do not influence the level of job satisfaction. The responses of respondent-employees are homogenous and that they have the same perception on their high level of job satisfaction.

The findings of the study, the researcher crafted an improvement plan to increase the level of job satisfaction with regards to working conditions, pay and benefits, promotion, job security, job training and development, and employee empowerment. The plan focused on the indicators with moderate to low level of job satisfaction.

**Key words:** *job satisfaction, working conditions, pay and benefits, promotion, job security, job training and development, employee empowerment, improvement plan*



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